GDIT

Weekly Report	Weekly 07/03/2021	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	Overall Total
Index														
# Indexes assigned (all metrics based on the workload assigned for the week)	1,502	3,374	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	107,175
# Indexes Complete	1,005	2,187	1,850	1,631	2,082	7,388	19,431	18,311	12,448	6,722	4,119	4,211	3,313	84,289
% Indexes Complete	67.5%	65.1%	69.7%	72.4%	67.6%	73.9%	78.2%	82.3%	83.0%	82.5%	83.5%	78.3%	80.5%	78.9%
# Indexes unreachable (Max Attempts)	497	1,187	827	639	1,016	2,693	5,475	3,946	2,565	1,433	821	1,182	814	22,886
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	33.4%	35.3%	31.1%	28.3%	33.0%	26.9%	22.0%	17.7%	17.1%	17.6%	16.6%	22.0%	19.8%	21.4%
# Indexes Attempted calls (all completions + at least 1 attempt)	1,488	3,359	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	106,885
Average time from Index Received to Index Reached	0.06:00:53	0.08:17:10	0.08:41:29	0.15:06:54	0.13:49:18	0.11:37:40	0.12:55:40	0.16:22:36	0.18:09:09	1.03:37:54	1.18:30:04	3.00:08:49	3.09:45:56	0.23:14:41
Average Index Handle Time	0.00:16:03	0.00:15:20	0.00:15:42	0.00:16:55	0.00:15:30	0.00:13:57	0.00:13:50	0.00:13:32	0.00:13:03	0.00:14:00	0.00:13:04	0.00:12:46	0.00:14:02	0.00:13:47
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	63.3%	58.0%	58.2%	57.3%	55.8%	63.2%	66.6%	71.8%	72.6%	72.2%	68.9%	58.1%	52.5%	66.7%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.8%	99.8%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%
Contacts														
# contacts generated	1,860	4,217	3,669	3,548	3,739	13,360	39,110	48,338	36,837	21,073	14,494	9,572	6,923	205,991
# contacts generated per Index Complete	1.9	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.4
# contacts complete	1,511	3,451	3,067	3,069	3,493	12,742	36,685	43,045	32,581	18,427	12,760	8,725	6,388	185,338
% contacts complete	81.2%	81.8%	83.6%	86.5%	93.4%	95.4%	93.8%	89.1%	88.4%	87.4%	88.0%	91.2%	92.3%	90.0%
# contacts unreachable (Max Attempts + missing phone numbers)	349	766	602	479	246	618	2,425	5,293	4,256	2,646	1,734	847	535	20,653
% contacts unreachable (Max Attempts + missing phone numbers)	18.8%	18.2%	16.4%	13.5%	6.6%	4.6%	6.2%	10.9%	11.6%	12.6%	12.0%	8.8%	7.7%	10.0%
# contact attempted (all completions + at least 1 attempt)	1,860	4,217	3,669	3,548	3,739	13,360	39,110	48,338	36,837	21,073	14,494	9,572	6,923	205,991
Average Time from Contact Generated to Contact Reached	0.07:42:40	0.19:44:44	0.19:47:15	0.23:47:29	1.18:42:54	1.08:05:44	1.08:40:15	1.16:54:39	2.14:47:58	3.22:04:34	5.00:58:56	4.21:35:39	5.18:38:05	2.11:52:56
Average Contact Handle Time	0.00:17:08	0.00:14:50	0.00:15:00	0.00:14:16	0.00:12:39	0.00:12:44	0.00:12:32	0.00:12:11	0.00:11:17	0.00:11:25	0.00:10:45	0.00:10:19	0.00:13:48	0.00:12:05
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	72.1%	66.8%	69.5%	70.6%	72.4%	76.8%	76.7%	73.3%	69.8%	67.0%	64.1%	60.6%	63.0%	71.0%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.4%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.3%
Average Time from receipt of initial case name to full completion of all related contacts	0.12:19:09	1.01:26:31	1.03:03:29	1.07:43:03	2.01:23:01	1.14:46:10	1.17:55:45	2.07:04:00	3.10:22:25	4.12:31:00	6.10:11:35	5.16:47:00	6.20:50:12	3.03:03:07